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**TEST INFORMATION GUIDE**

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This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Public Aid Eligibility Assistant** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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**I. INTERVIEWING****(10 Questions)**

Employees in this job are often called upon to engage in personal interviews with clients in order to obtain information necessary to process cases. This section of the exam tests your knowledge of the interview techniques and your ability to effectively manage a client interview. Test question topics include:

- Communicating effectively on an interpersonal basis with people of varying backgrounds;
- Applying basic interview techniques to client interview sessions;
- Managing potentially difficult situations in an interview setting.

**II. MATH****(10 Questions)**

Employees in this job are required to perform simple mathematical computations. An employee must be able to accurately manipulate financial data, expense reports and debt status, etc. in order to determine eligibility for assistance and allotment levels. The questions in this section of the exam test your ability to use basic mathematical reasoning skills and to make accurate numeric computations. Test question topics include:

- Ability to perform basic mathematical computations (addition; subtraction; multiplication; division)
- Ability to manipulate numbers involving decimals, fractions and percentages;
- Practical applications of mathematical reasoning.

**III. RECORDS AND REPORTS****(10 Questions)**

Employees in this job typically process large amounts of written documentation. An employee must be able to establish and maintain comprehensive office record systems to facilitate the storage and retrieval of information. This section of the exam tests your knowledge of various record management practices. Test question topics include:

- Designing and establishing efficient and accurate forms and filing systems;
- Filing and retrieving materials from alphabetical, numerical, chronological and subject filing systems.

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#### **IV. ENGLISH USAGE**

**(10 Questions)**

Communication is an important part of this job. Employees must have the ability to use correct grammar in speech and in writing in order to obtain and provide information in a clear and accurate manner. This section of the exam tests your knowledge of English grammar and syntax. Test question topics include:

- Determining which sentence from a group of four represents the best use of English;
- Identifying which word properly completes a sentence;
- Correctly spelling job-related terms;
- Correct use of punctuation.

#### **V. READING COMPREHENSION**

**(10 Questions)**

The capacity to read and comprehend various types of written material is essential to successful job performance. The questions in this section test your ability to read and comprehend information by presenting passages to read and asking questions that require the interpretation of the information presented in the passage.

#### **VI. PUBLIC RELATIONS**

**(10 Questions)**

Employees in this job must possess public relations skills in order to effectively represent the agency in interactions with the public. Test question topics include methods to:

- Promoting a positive relationship with a supervisor and coworkers;
- Promoting a favorable impression of the agency and state employees among the general public;
- Effectively responding to questions posed by the public.